

ADMINISTRATIVE OPERATIONS SUPERVISOR

PURPOSE AND NATURE OF WORK

Position is responsible for establishing, supervising and monitoring employee relations / development, communications and printing activities of the Administrative Operations Section of the Human Resources Division. Incumbent works under the general direction of the Division manager and has supervisory responsibility for a moderately sized professional, technical and clerical staff.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Performs and supervises activities of employee orientation, development, training, performance evaluation, discipline, and grievance procedure. Analyzes positions' responsibilities, incumbents' performance, supervisors' expectations, local, state and federal regulations where applicable, recommends solutions to reported problems. Advises on degree of disciplinary action, conducts counseling, pre-disciplinary hearings and represents HR division during appeals to Civil Service Board(s). Makes Fair Labor Standards Act determinations and advises division / department Managers. Prepares analyses and reports for regulatory agencies and management. Advises, consults on, participates in, and / or conducts labor union relations, grievance resolution, investigations, hearings and related proceedings, makes accurate records. Monitors, supports and facilitates Communications and Printing section performance. Reviews, through respective supervisors, efficiency, cost / demand projections, equipment, material, staff and budget requirements. Assists and facilitates productivity of printing, communications and employee development / relations sections.

Performs related work as required.

NECESSARY KNOWLEDGES ABILITIES, AND SKILLS

Considerable knowledge of local, state and federal regulation affecting employment, development / discipline, compensation and leaves of absence.

Knowledge of employee training and development practices and objectives.

Knowledge of job analysis, performance criteria identification, and employee performance evaluation methods.

Knowledge of the City / Parish government organization and work characteristics.

Ability to use personal computer spreadsheets and word processor applications, and to perform basic quantitative analyses of employment / compensation related information.

Ability to objectively analyze workplace interpersonal conflict, identify adaptive behavior, communicate and obtain cooperation of employees and management.

Ability to analyze duties and render reliable interpretations of FLSA status, and identify employer liability under other regulation.

Ability to form and maintain productive relationships with management, union, employees, elected officials, regulatory agencies and public.

Ability to communicate clearly and effectively, orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Completed college in Human Resources with prior working experience in employee relations / development supplemented by education / experience related to print shop, mail and telecommunications administration, or an equivalent combination of education and experience.